

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145457	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/28/2024
NAME OF PROVIDER OR SUPPLIER Quincy Healthcare & Sr Living		STREET ADDRESS, CITY, STATE, ZIP CODE 1440 North 10th Street Quincy, IL 62301	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>49187</p> <p>Based on interview and record review, the facility failed to ensure call lights were answered in a reasonable amount of time for three of three residents (R1, R2, and R3) reviewed for call lights in the sample of three.</p> <p>Findings include:</p> <p>The facility's Resident Call System policy, dated 9/2022, document's Policy Interpretation and Implementation: 1. Each resident is provided with a means to call staff directly for assistance from his/her bed, from toileting/bathing facilities and from the floor. 6. Calls for assistance are answered as soon as possible, but no later than five minutes. Urgent requests for assistance are addressed immediately.</p> <p>1. R1's MDS (Minimum Data Set) Assessment, dated 9/16/24, documents R1 is cognitively intact.</p> <p>On 9/27/24 at 9:05 AM R1 stated, Sometimes the call lights have taken longer to be answered, around 30 minutes to an hour. I have had to wait a long time, several times, for someone to answer my call light and I don't like that. Especially when I need help.</p> <p>The facility's Alarm Response Report dated 9/20/24 through 9/27/24, documents R1 waited on 9/20/24- 53 minutes 7 seconds and 56 minutes 1 second, 9/21/24- 37 minutes 25 seconds and 1 hour 57 minutes 23 seconds, and 27 minutes 54 seconds, 9/22/24 - 31 minutes 53 seconds, 50 minutes 27 seconds, and 38 minutes 13 seconds, 9/23/24 - 22 minutes 23 seconds, 9/24/24 -47 minutes 58 seconds, and 29 minutes 49 seconds, 9/25/24 - 1 hour 40 seconds and 44 minutes 51 seconds, and 9/26/24 - 28 minutes 13 seconds.</p> <p>2. R2's MDS Assessment, dated 7/15/24, documents R2 has moderate cognitive impairment.</p> <p>On 9/27/24 at 9:20 AM R2 stated he does use his call light at times, and it usually takes staff around 10 to 15 minutes to answer his light, but sometimes it's over 30 minutes for staff to answer his call light. R2 stated, It doesn't bother me to wait 10 to 15 minutes, but I don't like waiting 30 minutes or longer.</p> <p>The facility's Alarm Response Report dated 9/20/24 through 9/27/24, documents that on 9/24/24 R2 waited 34 minutes 25 seconds and 9/26/24 -30 minutes 51 seconds.</p> <p>(continued on next page)</p>

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>3. R3's MDS Assessment, dated 9/23/24, documents R3 is cognitively intact.</p> <p>On 9/27/24 at 11:28 AM R3 stated, I do use my call light and it takes the staff anywhere from 15 minutes to 2 hours to answer my call light. I do not like waiting that long, I don't know why they don't answer it.</p> <p>The facility's Alarm Response Report, dated 9/17/24, documents R3 waited 50 minutes and 40 seconds, 37 minutes 36 seconds, 43 minutes 27 seconds, and 1 hour 47 minutes 4 seconds.</p> <p>The facility's Alarm Response Report, dated 9/20/24 through 9/27/24, documents R3 waited on 9/20/24 - 55 minutes 16 seconds, 9/21/24 - 28 minutes 9 seconds, 30 minutes, 2 hours 53 minutes 49 seconds, 42 minutes 8 seconds, 9/22/24 - 40 minutes 8 seconds, 27 minutes 50 seconds, 44 minutes 46 seconds, 9/23/24 - 46 minutes 6 seconds, 9/25/25 - 27 minutes 30 seconds, and 9/26/24 - 29 minutes 26 seconds.</p> <p>On 9/27/24 at 2:17 PM, V15/Ombudsman stated that he has had complaints about call lights taking a long time to be answered. V15 also stated I know that the facility recently lost their Director of Nursing so the call lights not being answered may be because of lost leadership.</p> <p>On 9/28/24 at 8:05 AM, V1/Interim Administrator stated, At each nurse's station and on the halls, there is a screen that shows when a resident's call light is going off. If there are multiple call lights going off, the screen goes through each call light going off. The call lights do not sound and the screen at the nurse's desk does not sound, so it is sometimes difficult for the staff to know when call lights are going off. I think that is part of the problem with call light wait times. On an extremely busy day residents should not wait any longer than 20 minutes for their call light to be answered.</p>		